

B E L S A Y



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# SHORTFLATT

TOWER

NORTHUMBERLAND

## Terms & Conditions

**Shortflatt Tower**

TA Leazes Arcade LTD

We would like to advise you of the following Terms and Conditions that apply to all bookings and must be agreed in advance of any confirmation. By signing the contract which consists of your Accommodation details and Wedding Expenditure Schedule, you agree that you have read and agreed to these Terms and Conditions.

1. This set of Terms and Conditions forms part of the contract along with the wedding expenditure schedule which is signed between 'the Venue' ((Shortflatt Tower, trading as Leazes Arcade Limited)) and you 'the Client'. No member of staff has the authority to vary these arrangements verbally and only changes authorised in writing by the company's finance director are valid.

2. All bookings will be treated as provisional until the Venue receives the contract and wedding expenditure schedule, signed by the Client, along with the requisite funds (the deposit). The Venue does not accept proof of posting as proof of receipt.

3. The Venue reserves the right to release any provisional bookings after the one week holding period has elapsed without notification.

4. **DEPOSIT AND PAYMENT:** The Venue requires a non-refundable deposit for all bookings.

A non-refundable deposit of £1,000.00 will be taken upon confirmation of booking.

The pre-spend balance will be agreed with your Wedding Coordinator and excludes bedrooms costs and the bar spend on the day.

25% of the pre-spend balance is then due 9 months prior to the event. A further 25% is then due 6 months before the event, with the final pre-spend balance due 1 month before the event. We reserve the right to charge the minimum guest numbers, pre-spend and menu prices as stated in your wedding expenditure agreement.

Estimated guest numbers are required in conjunction with confirming your booking. Final guest numbers and menu choices must be given to the venue no later than 4 weeks prior to the event, in conjunction with the final payment.

All prices are inclusive of VAT where applicable and are subject to the rate in operation at the time of the function. We reserve the right to increase prices in line with any increases in the rate of VAT.

5. **CANCELLATION:** All cancellations must be made in writing. Charges will be made as a percentage of the total booking value in accordance with the table below:

CANCELLATION NOTICE PRIOR TO THE EVENT BY THE CLIENT	CHARGE
Point of booking - 9 months	DEPOSIT
9-6 Months	25% of Balance
6-1 Months	50% of Balance
Less than 1 month	100% of Balance

**6. CHANGE OF DATE:** If the Client changes the wedding date a further, non-refundable deposit of £1,000 is required. If the Client's original wedding date is re-sold to the agreed minimum pre-spend as stated by the Venue, their initial £1,000 deposit will be credited to the Client's account when making the final payment due 4 weeks prior to the event.

**7. CORKAGE:** Neither the Client nor any guests may bring any alcoholic drinks or food into the Venue for consumption on the premises. This includes any items used as liquid favours. The Client is required to pay a deposit of £200 no later than 4 weeks before the date of the wedding, which deposit will be refunded in the event that the Venue is satisfied that the Client is not in breach of this clause 7. If food or alcoholic drinks are brought into the Venue for consumption, the Client will not be refunded.

**8. WEDDING MENUS:** The Venue does not permit outside catering. A day and evening reception must be held and catered for from the Venue's wedding food brochure unless agreed differently by your wedding coordinator in writing. 100% of total guests for your evening catering must be catered for. A maximum of 5 alcoholic drinks per guest may be included in the contracted minimum pre-spend amount.

**9. BEDROOM RESERVATIONS:** Upon payment of the non-refundable wedding deposit, the Client will be entitled to use of Shortflatt Tower bedrooms on their wedding night with check in from 3.00pm (the minimum contracted number of bedrooms will be dependent on the size and date of your wedding). The Venue reserves the right to final discretion on the occupancy of any bedrooms you have not been contracted to. All contracted bedrooms must be paid in full (per room, per night) no later than 8 weeks preceding the event to confirm the booking. All payments are non-refundable.

The Client will be charged for any bedrooms agreed in their minimum reservation levels, but in respect of which a payment has not been paid, when making their final payment (four weeks prior to event). Should guests subsequently take these bedrooms the Client will be reimbursed accordingly.

The Client must select upon returning their contract, how many of the Bridal Bedrooms they wish to occupy the night before their wedding with check in from 4.00pm. Any bedrooms not selected or failure to complete the document will result in the automatic release of these Bridal Bedrooms for general sale. All contracted Bridal Bedrooms must be paid in full (per room per night) no later than 8 weeks preceding the event to confirm the booking. All payments are non-refundable.

The Client will be charged for any Bridal Bedrooms agreed in their contract, but not taken, when making their final payment (four weeks prior to event). Should guests subsequently take these Bridal bedrooms the Client will be reimbursed accordingly.

**10. ENTERTAINMENT:** The Venue reserves the right to approve any externally arranged entertainment, services or activities booked by the Client and provided by a third party. It is the responsibility of the third party to provide all risk assessments and insurance for all activities conducted on site; all must be provided on request. Any band or musician must comply with the terms stated within the Venue's entertainment policy.

**11. DAMAGE:** The Client is responsible to the Venue for any damage caused to the Venue (including guest bedrooms, gardens and grounds) by any act or neglect of the Client, subcontractor, employee or guests of the Client and shall pay the amount required to make good this damage.

**12. CLIENTS PROPERTY:** The Venue is not responsible for any loss or damage to the property of the Client or their guests. This includes any wedding presents (including any monies), regardless of location. All possessions will be available for collection from the venue on the following morning until 10am.

**13. CANDLE POLICY:** The use of candles/naked flames is prohibited at the venue in all areas inside and the grounds.

**14. CHANGES BY THE VENUE:** Due to circumstances beyond the control of the Venue it may be necessary to change or cancel bookings. Subject to clause 17, in the event of a change to the booking made by the Venue which the Venue, in its sole discretion, considers a major change, the Client will have the option to accept the change or to cancel the booking and receive a full refund of any monies paid. The Venue is not responsible for any other costs expenses or damages incurred by the Client as a result of any cancellation or change to the booking.

**15. HELD LIABLE:** Except in the case of death or personal injury caused by the Venue's negligence, the Venue will not be liable to the Client or their guests for any injury, loss and damage.

**16. NOT LIABLE:** The Venue will not be liable for any failure or delay in performance of this agreement or any failure to comply with these Terms & Conditions which is caused by circumstances which are beyond the reasonable control of the Venue, including (but not limited to) the failure of supply of electricity, water or gas; leakage of water; act of God; fire; weather conditions; industrial action; storm; explosion; action of any Government Agency; shortage of goods; strike or lock-out.

**17. WEDDING PARTY:** Should the guests of the Client act in an improper or disorderly way, or refuse to comply with reasonable requests from staff, the Venue reserves the right to terminate the Client's stay or event. In the event of termination under this clause 17, no refund will be made to the Client. The Venue's decision is final.

**18. ALTERATIONS:** The Client acknowledges that the Venue may change the internal and external appearance of the accommodation and/or public areas of the venue from time to time which may include building works. For the avoidance of doubt, such changes shall not be considered a major change for the purposes of clause 14. The Client further acknowledges that the internal and external appearance of the venue may change between the date of booking and the wedding date.